

### REPLACEMENT CLAIMS

Please substitute the following claims for the pending claims with the same number.

Sub B1  
A1

1. (Amended) A system for automating the processing of damage claims to company property comprising:

- a dispatch division adapted to receive a report of a malfunction of the company property;
- the dispatch division dispatching a technician in response to the report;
- the technician providing information in an electronic format related to the malfunction

via a communications network,

- the network communicating with the technician and the company;
- wherein the company uses the information in the electronic format related to the malfunction to generate a bill.